



COUNTY OF SAN BERNARDINO
STANDARD PRACTICE

No: 8-3 10

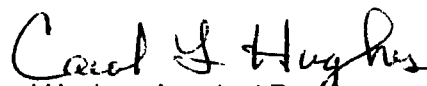
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Approved


Carol Hughes, Assistant Director

DEPARTMENT

BEHAVIORAL HEALTH

SUBJECT

RESEARCH AND EVALUATION FUNCTIONS

I. PURPOSE

This SPM defines the specific functions of the Research and Evaluation section (R&E) as follows:

- A. To provide, analyze and evaluate staff and agency activity data for use by DBH administration in its decision-making processes;
- B. To perform specified data analysis as required under the department's Mental Health Plan with State DMH;
- C. To support the department's Quality Management (QM) section with data analysis, consultation services, and special projects as required; and
- D. To design and engage in ongoing, original research with the intent to improve client services, client and client-family satisfaction with those services, to enhance client quality of life, general life functioning, and to facilitate symptom control, management and/or elimination.

II. POLICY

It is the policy of DBH that the R&E Section shall perform the specific functions as described below:

- A. Comply with Department, County, State, and Federal requirements, regulations and mandates regarding the collection of data, the presentation of data analyses, and recommendations for program development.
- B. Provide operational support for DBH administration in the form of statistical analysis and evaluation of staff, site and/or program activities.
- C. Provide operational support for the QM Section of DBH, as may be required and at the direction of the QM Program Manager.
- D. Provide research support for grants and interagency agreements in which DBH participates, and review, evaluate and recommend approval/disapproval of research requests via its Institutional Review Board (IRB). [See also SPM Section 8-3.20]

- D. To design, carry out, and report the findings of original research aimed at enhancing and improving the lives of the severely and persistently mentally ill, and/or preventing the development of serious mental illness among children and adolescents.¹ Such research projects will also serve as Performance Improvement Projects for the purposes of the Mental Health Plan and other relevant regulations.
- E. To respond to *ad hoc* data requests from Administration when such requests involve complex database queries that are not found appropriate for assignment to the department's Application Services Group (ASG) or other DBH sections.
- F. To design and maintain specialized client services, performance outcome, and research-related databases.
- G. To routinely monitor the published research literature related to the etiology and treatments of serious mental disorders, and make summaries of this research available to administrators and managers within DBH.

III. PROCEDURES

- A. The specific procedures used to govern the day-to-day functioning of the R&E Section are provided in the section's Procedures Manual, copies of which will be maintained within the R&E section and at the QM Division's central office.
- B. The assignment of special projects or duties to the R&E Section that are not otherwise addressed in this SPM or the R&E Procedures Manual will be authorized and prioritized by the Program Manager of the QM Division.

Primary References

- 1 California Mental Health Master Plan – 2003 (Chapter Eight)
- 2. Department Of Mental Health Medi-Cal Managed Mental Health Care Quality Strategy (April 2, 2004)
Mental Health Medi-Cal Managed Care Oversight, 1998 (DMH document)